

Create Date	Created By	Log Note Type	Log Note Subject	Log Note	Doc Status
11/7/2013 3:03:01 PM	Larocca	Status		This file is in review.	In AS400
8/29/2013 12:56:47 PM	Gkreicha	Contact		Told PA how to file supp.	In AS400
8/6/2013 12:03:25 AM	SYSTEM	SYSTEM		Final Escheat Letter Sent, Check Number: 793645	
5/21/2013 12:40:11 PM	Larocca	Status		Sent Atty Letter	In AS400
5/21/2013 12:03:14 AM	SYSTEM	SYSTEM		Second Escheat Letter Sent, Check Number: 793645	
5/20/2013 4:15:41 PM	Larocca	Status		Sent letter to Attorney.	In AS400
4/16/2013 5:13:28 PM	Kjsutter	Contact		Mr. Ramey called in regards to his engineer report.	In AS400
4/16/2013 2:20:24 PM	Larocca	Status		Sent denial letter to CW for review.	In AS400
4/16/2013 12:03:25 AM	SYSTEM	SYSTEM		Second Escheat Letter Sent, Check Number: 788056	
4/15/2013 7:18:08 PM	Cjwhitfi	Status		Rtd call to Mr. Ramey - left a vmail msg to rt my call. Insd# 516-635-3813.	In AS400
4/11/2013 4:14:27 PM	Gkreicha	Contact		Transferred to CW's voice mail.Â Mr. Robert Ramey, husband of Deborah the insured.	In AS400
4/10/2013 3:02:00 PM	Larocca	Status		If Insured calls please refer to CW.	In AS400
4/10/2013 2:56:40 PM	Kakeefe	Status		Transferred insd to CWhitfield	In AS400
4/8/2013 11:31:27 AM	Kjsutter	Contact		Carol called in regards to the second half of her engineer suppl claim. I called CC and spoke with David the adjuster and I asking him to call Carol at 516-521-5194, and give Caorl and update.	In AS400
3/25/2013				Michelle Koslow, agent. Advised payment on 02/20/2013 was for a	In

4:54:01 PM	Jajames	Status		supp.	AS400
3/13/2013 3:51:03 PM	Larocca	Resolution - Closing		File closed	In AS400
2/20/2013 3:22:19 PM	Larocca	Resolution - Closing		Received supplemental estimate. Payment Amount \$11620.48 Sent on rapid basis. Insured is not signing POL until she gets a contractor. Adjuster allowed a minium charge to sand float finished exterior wall stucco less \$13.80 allowed in previous to clean the exterior. Allowed to replace 25SF of siding less allowance to remove and reinstall siding. Allowed 26.9 SY to paint finish stucco wall. Allowance to replace concrete block pier, jack and relevel.	In AS400
2/20/2013 3:19:02 PM	LAROCCA	SYSTEM		ER Expense Reserve Change CLT001/001 From: 411.85 To: .00	
2/20/2013 3:19:02 PM	LAROCCA	SYSTEM		UR A&O Expense Reserve Change CLT001/001 From: 411.85 To: .00	
2/20/2013 3:19:02 PM	LAROCCA	SYSTEM		Feature BLDG Closed on 02/20/13	
2/20/2013 3:18:05 PM	LAROCCA	SYSTEM		Requested check for feature BLDG Check Type: Indemnity for \$11620.48 On 02/20/13 Issued to: DEBORAH RAMEY and LARRY CAROL RAISFELD Reason code: F15R - BUILDING (R)	
2/20/2013 3:17:31 PM	LAROCCA	SYSTEM		EN New Expense Reserves CLT001/001 From: .00 To: 411.85	
2/20/2013 3:17:31 PM	LAROCCA	SYSTEM		UN A&O New Expense Reserves CLT001/001 From: .00 To: 411.85	
2/20/2013 3:17:31 PM	LAROCCA	SYSTEM		IN New Indemnity Reserves CLT001/001 From: .00 To: 11620.48	
2/20/2013 3:15:50 PM	LAROCCA	SYSTEM		Feature BLDG Re-Opened on 02/20/13	
1/29/2013 2:56:43 PM	Jwgriffi	Expert	Engineer Supplement	Received supplemental engineer report and reviewed:Â Engineer determined based on inspection can not rule out the flood waters damaged the lower reaches of te exterior siding material at the West end of the South wall and displaced a leveling block from between the pier and beam in crawlspace.Â // AÂ repair protocol is attached // Will send to adjusting co so the findings can be incorporated into the final report.	In AS400
1/25/2013 3:46:52 PM	Larocca	Settlement Authority		Emailed JM and CW to contact Insured.	In AS400

1/25/2013 3:46:28 PM	Larocca	Status		Advised insured numerous times that the manager would speak to her in depth about her concerns with the engineer. The insured is Deborah Ramey and she gave permission to speak with her husband Bob.their phone # is 516 521 1594 and 516 635 3813.	In AS400
1/25/2013 3:30:53 PM	Larocca	Status		Spoke w/Insured advised would refer concerns to manager.	In AS400
1/22/2013 7:43:42 AM	Larocca	Settlement Authority		Spoke w/Gary he is sending out another engineer. Sand is being removed from piers in question.	In AS400
1/21/2013 11:51:42 AM	Larocca	Status		Per insured sand is being removed today and she wants another engineer to come out. Contacted US Forensics advised to contact insured so they can reinspect around piers in question. The sand is being removed around these piers.	In AS400
1/21/2013 7:31:27 AM	Larocca	Status		The insured had already been advised that once the sand is removed we will send the engineer back out to inspect the piers.	In AS400
1/19/2013 2:47:17 PM	Kjsutter	Contact		Insureds are requesting another engineer to come out to the property.	In AS400
1/19/2013 2:45:26 PM	Kjsutter	Contact		Insured gave permission to talke with mother in law.	In AS400
1/17/2013 12:00:11 PM	Larocca	Status		Correction. Will leave file open for diary until sand removal and engineer is sent back out. Did not send letter yet.	In AS400
1/17/2013 11:58:43 AM	Larocca	Status		Paid and closed file. However, waiting for insured to call back after sand removal so engineer can be sent back out to look at piers in question. Once engineer goes back out will notify adjuster. ICC letter sent out by Maria. Will reopen file if supplemental.	In AS400
1/17/2013 11:56:54 AM	LAROCCA	SYSTEM		IR Indemnity Reserve Change CLT001/001 From: 32237.06 To: .00	
1/17/2013 11:56:54 AM	LAROCCA	SYSTEM		Feature BLDG Closed on 01/17/13	
1/17/2013 11:56:48 AM	LAROCCA	SYSTEM		Requested check for feature BLDG Check Type: Expense for \$2688.56 On 01/17/13 Issued to: COLONIAL CLAIMS CORPORATION Reason code: F14 - PAYMENT TO VENDOR OF GOODS OR SERVICES. (EXPENSE) APP/ADJ/ATT	
1/15/2013	Mmhopkin	Correspondence	ICC	Sent ICC Req letter.	In

2:33:13 PM		Sent			AS400
1/15/2013 10:08:34 AM	Larocca	Status		Received interim report. Spoke w/adjuster. Paid insured based off of report. Adjuster to send in billing. Received additional photographs from Gary Bell. However, still no photos of piers covered by sand. Advised Insured to remove sand and to call back once removed. We will send engineer back out to inspect and will notify adjuster.	In AS400
1/15/2013 10:05:41 AM	LAROCCA	SYSTEM		Requested check for feature BLDG Check Type: Indemnity for \$47762.94 On 01/15/13 Issued to: DEBORAH RAMEY and LARRY CAROL RAISFELD Reason code: F15R - BUILDING (R)	
1/15/2013 10:04:48 AM	LAROCCA	SYSTEM		ER Expense Reserve Change CLT001/001 From: 1500.00 To: 2688.56	
1/15/2013 10:04:48 AM	LAROCCA	SYSTEM		UR A&O Expense Reserve Change CLT001/001 From: 1500.00 To: 2688.56	
1/14/2013 10:42:23 AM	Larocca	Status		Called US Forensic and left message for Gary B. Does engineer have additional photographs of the crawl piers? Need photographs of piers closest to the left side of the home. Was it covered w/sand at time of inspection?	In AS400
1/12/2013 2:54:25 PM	Larocca	Status		Called Ms. Ramey advised file in review as well as Engineer report. She can be reached at 516 521 1594. Adjuster David Maxime 251 232-2099 Pre firm elevated Zone AE Dwelling \$250,000.00 ded \$2000 Date of construction 1/1/1970 Date of loss 10/29/12 Assignment 11/1/12 Exterior water 37" Interior 11" for 1 day 18 hours. File in review.	In AS400
1/11/2013 4:38:27 PM	Jswisins	Status		Email sent to J. Griffith fwd. to R. Perez requesting an examiner look at this claim and eng. rpt.	In AS400
1/10/2013 7:13:17 PM	Jswisins	Status		Spoke with insured, who disputes engineer rpt. Says that, due to all the sand around the foundation and the 3' of sand in crawl space, eng. couldn't even examine foundation and crawl space. Contacting Joe Griffith.	In AS400
1/10/2013 6:51:53 PM	Jswisins	Status		Adj. informed insured that final rpt. will be completed this weekend.	In AS400
1/9/2013 5:54:02 PM	Alwhaley	Status		emailed copy of the engineer report to insured. Carol @ laarouge@aol.com per request	In AS400
				Received engineer report and reviewed: The engineer determined the	

1/8/2013 4:20:28 PM	Jwgriffi	Expert	Engineer Report	insured building was not structurally damaged by or from the flood. The uneven roof slopes, leaning exterior walls, and uneven floor surfaces within the bldgA occurred prior to the flood event and was caused by differential movement and deflection unrelated to the flood. Will forward report to the adjusting co so the findings can be incorporated into the final report.	In AS400
1/8/2013 3:32:46 PM	JWGRIFFI	SYSTEM		Requested check for feature BLDG Check Type: Expense for \$2240.00 On 01/08/13 Issued to: US FORENSIC Reason code: F14M - EXPENSE - FLOOD - EXPERT	
1/8/2013 3:32:28 PM	JWGRIFFI	SYSTEM		ER Expense Reserve Change CLT001/001 From: 1500.00 To: 3740.00	
1/8/2013 3:32:28 PM	JWGRIFFI	SYSTEM		UR A&O Expense Reserve Change CLT001/001 From: 1500.00 To: 3740.00	
1/3/2013 6:06:14 PM	Rpjohnso	Status		claim status, advised waiting on final report	In AS400
1/3/2013 3:37:35 PM	Mmhopkin	Correspondence Sent	ICC	Sent ICC Req letter.	In AS400
1/3/2013 11:27:01 AM	Jswisins	Status		Adj. emailed me that he called insured and is waiting for add'l info from insured. Left msg. with insured to inform him we should have engineer rpt. sometime next week.	In AS400
1/3/2013 9:38:27 AM	Jswisins	Status		Emailed adj. to follow up on call to insured.	In AS400
12/26/2012 5:05:28 PM	Jswisins	Status		Contacted adj. and asked him to call insured to answer his questions.	In AS400
12/26/2012 4:50:58 PM	Jswisins	Status		Insured called for status on engineer report and final report from adjuster. He is unable to touch the house, and is waiting to see if the house must be demolished. Emailed Joe Griffith to expedite engineer report.	In AS400
12/26/2012 4:14:47 PM	Jswisins	Contact		Insured authorized that her husband, Robert Kaible, may inquire on her behalf.	In AS400
12/26/2012 12:40:33 PM	Alwhaley	Status		insured called for claim status, advised waiting on final report. Advised insured of the process and referred to CCC.	In AS400
12/20/2012 2:23:37 PM	Mblawren	Settlement Authority		Called for engineer, did another followup with mr. Griffith.	In AS400
				Requested check for feature BLDG Check Type: Indemnity for	

12/19/2012 3:15:13 PM	MLBAMBA	SYSTEM		\$20000.00 On 12/19/12 Issued to: DEBORAH RAMEY and LARRY CAROL RAISFELD Reason code: P15 - ADVANCE BLDG (PARTIAL)	
12/19/2012 2:56:40 PM	SPBOYLAN	SYSTEM		IS Indemnity Payment Stopped Check#: 0777062I	
12/19/2012 12:44:55 PM	Mblawren	Status		Lender removed, e-mailed to request a stop/re-issue.	In AS400
12/18/2012 4:43:50 PM	Mblawren	Status		Received documents to remove IndyMac mortgage. I e-mailed them for review, once I hear back, I will do the stop payment/re-issue.	In AS400
12/6/2012 5:26:37 PM	Jajames	Status		Â PH states never had Indymac Mortgage. Advised when policy originated, Indymac was on there. States mortgage paid off. Advised need payoff letter. Fax to 8772704329 attn Edwin Soto.	In AS400
11/28/2012 6:32:57 PM	Gkreicha	Contact		Husband called about Eng.Â He requested that this be expedited.Â Told him that I would email JG to get Eng the additional phone provided.Â Email sent to JG.	In AS400
11/26/2012 9:36:39 AM	Sdhill	Status		Spoke with insured regarding status of engineer, emailed JGriffith to expedite having US Forensic to contact insured to make an appointment.	In AS400
11/26/2012 8:53:00 AM	Mblawren	Status		Insured called to inquire status	In AS400
11/19/2012 3:03:11 PM	Jwgriffi	Expert	Assigned to US Forensic	Assigned to US Forensic â€“ Investigate Structural damages as noted in request and photos.	In AS400
11/14/2012 10:42:57 AM	Rlcamus	Correspondence Received		Rcvd advance req for 20k bldg. Issued	In AS400
11/14/2012 10:42:36 AM	RLCAMUS	SYSTEM		Requested check for feature BLDG Check Type: Indemnity for \$20000.00 On 11/14/12 Issued to: DEBORAH RAMEY and LARRY CAROL RAISFELD and Reason code: P15 - ADVANCE BLDG (PARTIAL)	
11/14/2012 12:00:00 AM	Rlcamus	Payment	Advance or Check Request Issued	Advance or Check Request Issued	In AS400
11/13/2012 5:40:12 PM	CFSCANLA	SYSTEM		IR Indemnity Reserve Change CLT001/001 From: 20000.00 To: 100000.00	

11/11/2012 12:00:00 AM	EPITOME	Administrative	Automatic 10 day email	Automatic 10 day email reminder sent out	In AS400
11/1/2012 5:36:48 PM	GALUMPKI	SYSTEM		no mortgagee should be listed on policy.	
11/1/2012 5:36:48 PM	GALUMPKI	SYSTEM		No Prior Losses Found for Policy 31-2510216872-	
11/1/2012 5:36:48 PM	GALUMPKI	SYSTEM		LR-PRP-09P (FNOLI) Automated Loss Letter Sent 11/01/12	
11/1/2012 5:36:48 PM	\$APPRASN	SYSTEM		Field Assignment Printed For ALE 010-2502-00 - COLONIAL CLAIMS CORPORATION On 11/01/2012 For Claimant 001	